



Maine Department of Health and Human Services

MECMS Update 52

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Billing News & Tips

Convenient new features at the online Temporary Claims Portal

The Temporary Claims Portal is back online with several improvements. These changes make using the portal more reliable. The new features in the portal, also known as the Temporary Provider Portal Solution for Claims, are:

- More reliable delivery of results files;
- An error message when the query produces an Excel file with more than 60,000 rows;
- The nine-digit billing provider number in the file name for the query results; and
- Assurance that the file content is correct for the requested provider ID number.

The next release of the portal's user's manual, to be completed next month, will include details on how you can access results files with Internet Explorer 6.0. These are the instructions that we'll add to the manual:

Internet browsers (Internet Explorer, Netscape, or Mozilla Firefox) allow for accessing files through FTP. However, Internet Explorer versions 5.0 and earlier don't allow you to change directory which is required to get to your acknowledgements and claims portal query files.

Use the following command in the address line of your browser, replacing "userid:password" with the user ID and password you have been issued:

`ftp://userid:password@momentum2.bis.state.me.us/Out/useridO`

Please note that if you are using Internet Explorer, under the Internet Options-Advanced tab, you must make sure to de-select the enable folder view for the FTP sites option.

You may access the Temporary Claims Portal, along with other portals, at the following link:

<http://portalxw.bisoex.state.me.us/oms/>

Please report any irregularities in the site to Jennifer Dupont (Jennifer.Dupont@maine.gov) or call (207) 287-4526.

One link connects you to the six OMS online provider portal tools

Now you have a single, convenient link that takes you to one site for an array of information on your claims.

The Office of MaineCare Services has developed this link to six provider portals. With the tools available through the portals, you can find certain claims-related information whenever you need it.

Go to <http://oms.maine.gov/>. You'll see the OMS Portal Menu. From the menu, click on the link you need:

- Payment Lookup (MaineCare Payment Information Lookup)
- Procedure Code Lookup
- MECMS Claims Error Report
- MECMS Denied Duplicate Claims Lookup

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- Prior Authorization (PA) Portal
- Temporary Claims Portal

Be sure to add <http://oms.maine.gov/> to your web browser's favorites list.

Always check for the little things that can result in denial of your claim

Sometimes it's the little, uncomplicated things that cause a claim to deny. For example, we have to deny many claims because the wrong gender has been checked on the form.

Please make sure that the member's ID, name, gender, and date of birth are correct in all required fields of a claim form. ■

Contact Us

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